



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

XO Communications Services, Inc.
for Filing Period 7/1/2008 to 9/30/2008
Tracking Number 2339

Performance Data - Code Part 730

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	7.60	7.20	7.30	7.37
B. Operator Answer Time - Information Section 730.510(a)(1)	5.50	5.80	5.20	5.50
C. Repair Office Answer Time Section 730.510(b)(1)	137.00 *	214.00 *	217.00 *	189.33 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	114.00 *	199.00 *	153.00 *	155.33 *
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	94.00 %	98.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	93.00% *	92.00% *	96.00 %	94.00% *
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.40	0.53	0.42	0.45
H. Percent Repeat Trouble Reports Section 730.545(c)	4.90 %	7.80 %	5.70 %	6.10 %
I. Percent of Installation Trouble Reports Section 730.545(f)	3.80 %	4.20 %	2.20 %	3.40 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$442.91	\$294.27	\$363.10	\$1,100.28
B. Number of credits issued for repairs - 24-48 hours	12	6	6	24
C. Number of credits issued for repairs - 48-72 hours	3	3	3	9
D. Number of credits issued for repairs - 72-96 hours	6	2	0	8
E. Number of credits issued for repairs - 96-120 hours	11	2	6	19
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

At this time XO is unable to provide data for Sections 730(J) and (K);732.30(a)(F) through 732.30(a)(H);732.30(b) and Section 732.30(c), but hopes to do so in the future.